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JULY 22, 1974 2:30 PM

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TO: WILLIAM J. FLAHERTY, LEGISLATIVE LIAISON,
OFFICE OF POLICE DEVELOPMENT

FROM: RONALD L. OSTOP, ASSISTANT CHIEF - DIVISION OF SURVEILLANCE
NEDO

SUBJECT: COMPLAINTS ON MOGUL CORPORATION

AFTER A THOROUGH FILE SEARCH, I HAVE NOT BEEN ABLE TO COME UP WITH ANY COMPLAINT INFORMATION ON THE DISCHARGES OF MOGUL CORPORATION. I HAD A TALK WITH A FEW MEMBERS OF MY STAFF CONCERNING THIS SITUATION, AND THERE WAS A COMPLAINT TELEPHONED INTO THIS OFFICE TO JOHN BARONE. JR. BARONE WAS IN COMMUNICATION WITH THE MOGUL CORPORATION ABOUT THE SOURCE OF THE COMPLAINT. AFTER THE COMMUNICATION WITH MOGUL, IT WAS INDICATED BY MR. BARONE THAT THE PROBLEM WAS RESOLVED.

THERE IS ONE IMPORTANT FACTOR WHICH MUST BE REALIZED, THIS OFFICE HAS MANY COMPLAINTS THAT REACH THIS OFFICE. MANY TIMES COMPLAINTS ARE TELEPHONED INTO THIS OFFICE. WE ASK THAT THE COMPLAINANT WRITE IN A FOLLOW-UP LETTER TO THIS OFFICE IN ORDER TO ESTABLISH A CASE FILE AND TO ESTABLISH THE NECESSARY CORRESPONDENCE BETWEEN THIS OFFICE AND THE COMPLAINANT. TOO MANY TIMES COMPLAINTS RECEIVED BY TELEPHONE ARE NOT FOLLOWED-UP BY A LETTER. TOO MANY TIMES THE COMPLAINANT DOES NOT WANT TO GET INVOLVED BY GIVING HIS NAME OR ADDRESS. AS A RESULT TELEPHONED COMPLAINTS ARE GIVEN A LOWER PRIORITY BECAUSE THEY REQUIRE ALMOST TWICE THE MANPOWER TO ANSWER AND USUALLY ARE INSIGNIFICANT. WITHOUT NEEDED BACK-UP FROM THE COMPLAINANT, THIS OFFICE MUST GUARD AGAINST UNDUE HARASSMENT OF THE ALLEGED VIOLATOR. TELEPHONED-IN COMPLAINTS WITHOUT A FOLLOW-UP LETTER ARE HANDLED INFORMALLY IN ORDER TO BE ABLE TO CONCENTRATE OUR EFFORTS ON THOSE COMPLAINTS WHICH ARE OF MAJOR CONCERN AND WHICH THE COMPLAINANT IS HIMSELF CONCERNED ENOUGH TO TAKE TIME TO FORWARD TO THIS OFFICE A FOLLOW-UP LETTER. IT SHOULD BE NOTED THAT THIS OFFICE DOES NOT WAIT FOR THE FOLLOW-UP LETTER TO BEGIN ACTION. THE ALLEGED VIOLATOR IS CONTACTED, BUT A FULL INVESTIGATION AND CORRESPONDENCE CANNOT BE MADE UNTIL THAT FOLLOW-UP BY THE COMPLAINANT IS MADE WITH OUR PRESENT WORK-LOAD.

I AM IN NO WAY STATING THAT THE COMPLAINANT REFUSED TO GIVE INFORMATION ON HIS NAME OR ADDRESS. BUT, THEIR WAS NO FOLLOW-UP LETTER TO THE JOHN BARONE, IS NO LONGER EMPLOYED WITH THIS AGENCY AND I CAN NEITHER CONFIRM OR DENY ANY INFORMATION PERTAINING TO THIS INCIDENT.

THEREFORE, AS IT STANDS, THIS OFFICE HAS NO COMPLAINT ON FILE ON THE MOGUL CORPORATION UP TO THIS POINT IN TIME.

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PLEASE ACK.

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